

Schedule of Debt

Financial Information Act - Statement of Financial Information

Library Name: Burnaby Public Library

Fiscal Year Ended: December 31, 2022

The Burnaby Public Library has no long term debt.

Schedule of Guarantee and Indemnity

Financial Information Act - Statement of Financial Information

Library Name: Burnaby Public Library

Fiscal Year Ended: December 31, 2022

Burnaby Public Library has not given any guarantee or indemnity under the Guarantees and Indemnities Regulation.

Schedule of Remuneration and Expenses

Financial Information Act - Statement of Financial Information

Library Name: Burnaby Public Library

Fiscal Year Ended: December 31, 2022

Table 1 – Total Remuneration & Total Expenses

Board Members	Job Title	Total Remuneration (Wages/Salaries)	Total Expenses (Reimbursement for Conferences/Mileage etc.)
Bartnik ,Sarah	Co-Chair	\$ -	\$ 50
Yang,Mandy	Co-Chair	\$ -	\$ 50
Bains,Surena	Trustee	\$ -	\$ -
Bhaloo,Hakam	Trustee	\$ -	\$ -
Blishen,Gene	Trustee	\$ -	\$ 731
Dong,Chris	Trustee	\$ -	\$ 504
Kashima,Ernie	Trustee	\$ -	\$ 111
White,Caroline	Trustee	\$ -	\$ 731
Total		\$ -	\$ 2,176
Employees Exceeding \$75,000			
Baron,Des	Branch Manager - Cameron	\$ 89,855	\$ 1,541
Calabresi,Ana	Librarian 1	\$ 82,088	\$ 291
Castillo Tord,Lucia	Librarian 1	\$ 79,506	\$ -
Chan,Anita	Public Engagement and Awareness Coordinator	\$ 96,010	\$ 134
Davies,Beth	Chief Librarian	\$ 219,252	\$ 361
Davies,Elizabeth	Branch Manager	\$ 108,028	\$ -
DeLuca,Franca	Manager Finance and Facilities	\$ 85,348	\$ 414
Donoghue,Vicki	Children's and Teen Services Coordinator	\$ 88,022	\$ -
Dunne,Ashley	Librarian 1	\$ 80,406	\$ 893
Flynn,Georgina	Librarian 2	\$ 85,634	\$ -
Freire,Cristina	Librarian 2	\$ 87,651	\$ 379
Gastaldo,Mariah	Branch Manager	\$ 83,284	\$ 491
Grant,Rachel	Librarian 1	\$ 81,824	\$ -
Harrison,Linton	Branch Manager	\$ 102,968	\$ -
Jones,Allison	Systems Supervisor Librarian	\$ 81,319	\$ 265
Khan,Sarah	Librarian 1	\$ 82,594	\$ 242
Lam,Andrea	Librarian 1	\$ 82,942	\$ 102
Mau,Trish	Director Collections and Technology	\$ 157,677	\$ 3,332
McCarthy,Jamie	Librarian 2	\$ 88,855	\$ 202
Mitrovic,Nikola	Librarian 1	\$ 77,030	\$ 361
Myint,Susu	Librarian 2	\$ 81,611	\$ 290
Notarrigo,Sharon	HR Coordinator Library	\$ 76,096	\$ 102
Olenick,Duncan	Librarian 1	\$ 80,800	\$ 404
Robin,Randi	Librarian 1	\$ 80,533	\$ 195
Schiller,Heidi	Director Public Service	\$ 154,823	\$ 565
Shensky,Debra	Manager HR Library	\$ 96,894	\$ 102
Sousa,Nicole	Librarian 1	\$ 83,965	\$ 530
Vanhinsberg,Neill	Librarian 1	\$ 80,435	\$ 25
Wolf,Kristian	Librarian 1	\$ 75,117	\$ 555
Total Employees Exceeding \$75,000		\$ 2,750,566	\$ 11,775
Total Employees Equal to or Less Than \$75,000		\$ 6,594,042	\$ 25,514
Total Remuneration and Total Expenses		\$ 9,344,608	\$ 37,289

Table 2 – Total Employer Premium to Receiver General for Canada

Total Employer Premium for CPP & EI	\$	576,656
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Reconciliation of Remuneration and Expenses

Total Compensation Per Statement of Operations	\$	11,902,013
Add Current Year Accruals and Timing Differences	\$	24,284
Less Employer Contributions not included on T4	\$	(1,679,765)
Less Net Taxable Benefits & Non-Compensation Payments to Employees	\$	(846,266)
Less Amounts paid from Prior Year Accruals	\$	(55,658)
Remuneration Per Schedule of Remuneration and Expenses	\$	9,344,608

Statement of Severance Agreements

Financial Information Act - Statement of Financial Information

Library Name: Burnaby Public Library
Fiscal Year Ended: December 31, 2022

There were no severance agreements made between Burnaby Public Library and its non-unionized employees during fiscal year 2022 .

Schedule of Changes in Financial Position

Financial Information Act - Statement of Financial Information

Library Name: Burnaby Public Library

Fiscal Year Ended: December 31, 2022

A Statement of Changes in Financial Position has not been prepared because this information is provided in the Financial Statements.

Schedule of Payments Made For the Provision of Goods and Services

Financial Information Act - Statement of Financial Information

Library Name: Burnaby Public Library
Fiscal Year Ended: December 31, 2022

Vendor Name	Total Amount Paid in 2022
Amazon Web Services Canada Inc	\$ 31,984.35
Bakau Consulting Inc	\$ 25,200.00
Baker & Taylor	\$ 61,242.16
BC Hydro & Power Authority	\$ 132,718.63
BC Libraries Cooperative	\$ 78,720.35
Bibliocommons Inc	\$ 51,990.71
Book Depository	\$ 27,530.99
C & L Multimedia Distribution Inc	\$ 32,241.57
Carswell A Thomson Reuters Business	\$ 54,885.17
CVS Midwest Tape Llc	\$ 85,545.89
Direct Energy Marketing Limited	\$ 36,123.26
DLO Move Support Services Ltd	\$ 46,463.66
EBSCO Canada Ltd	\$ 72,879.43
Fortisbc Energy Inc	\$ 36,629.12
Heritage Office Furnishings Ltd	\$ 135,310.42
ITC Systems	\$ 69,590.37
Kanopy Inc	\$ 37,226.00
Library Bound Inc	\$ 224,333.13
Library Services Centre	\$ 36,804.19
Lyngsoe Systems Inc	\$ 277,637.53
Minister of Finance	\$ 180,432.92
Municipal Pension Plan	\$ 761,772.14
OCLC Inc	\$ 29,013.84
Overdrive Inc	\$ 981,447.33
PBC Health Benefits Society	\$ 499,940.39
Proquest Information And Learning	\$ 45,328.47
Public Library Interlink	\$ 40,342.86
Raincoast Book Distribution Ltd	\$ 124,189.20
Receiver General For Canada	\$ 576,655.77
Rogers Wireless	\$ 42,019.99
SFU Office of Community Engagement	\$ 43,251.02
Sino United Publishing (Canada) Ltd	\$ 25,953.32
Sirsi/Dynix (Canada) Inc	\$ 66,016.14
The Canada Life Assurance Company	\$ 33,198.59
United Library Services Inc	\$ 482,839.65
Worksafe BC Workers Compensation Board of BC	\$ 47,484.81
Total (Vendors with payments exceeding \$25,000)	\$ 5,534,943.37
Total (Vendors where payments are \$25,000 or less)	\$ 690,585.02
Total Vendor Payments	\$ 6,225,528.39

Reconciliation of Vendor Payments to Financial Statements	
Total Expenses Per Statement of Operations	\$ 15,935,297.00
Less Amortization Expense	\$ (1,771,281.36)
Add Capital Acquisitions	\$ 1,656,185.14
Less Salary and Benefits	\$ (9,763,963.35)
Add Changes in Accounts payable & Accrued Liabilities	\$ 301,837.47
Add Sales tax rebate	\$ 114,890.44
Less Non-Cash Expenses	\$ (247,436.95)
Total Vendor Payments	\$ 6,225,528.39



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2023 APRIL 20

SUBJECT: STRATEGIC PLAN REPORT Q1 2023

RECOMMENDATION:

THAT the Board receive this report for information.

REPORT

1. Connect with Community

We will:

- Discover and understand our communities’ needs and aspirations
- Identify and remove barriers to library services
- Act as a hub, connecting people with each other
- Recognize and celebrate Burnaby’s diverse communities

NEW MEMBERS	Q1 2022	Q1 2023	Increase/Decrease	
			Number	%
Metrotown	2,027	3,160	1,133	56%
McGill	870	1,497	627	72%
Tommy Douglas	769	1,496	727	95%
Cameron	557	822	265	48%
HLAS	25	23	-2	-8%
TOTAL	4,248	6,998	2,750	65%

HLAS	Q1 2022	Q1 2023	Increase/Decrease	
			Number	%
Visits	315	325	10	3%
Patrons Served	616	612	-4	-1%

OUTREACH VISITS	Q1 2022	Q1 2023	Increase/Decrease	
			Number	%
Adult	95	91	-4	-4%
Teen	23	36	13	57%
Children	16	45	29	181%
TOTAL	134	172	38	28%

OUTREACH CONNECTIONS	Q1 2022	Q1 2023	Increase/Decrease	
			Number	%
Adult	695	834	139	20%
Teen	339	676	337	99%
Children	209	618	409	196%
TOTAL	1,243	2,128	885	71%

HLAS – Connecting in New Ways

Home Library and Accessible Services (HLAS) staff are connecting with patrons in an expanded way. HLAS patrons are once again able to visit the department in person on the third floor of Metrotown Library. Senior Clerk Maja has been connecting more with library staff and the community; she held a well-attended meeting at the Cameron Library for staff to learn more about the service, and has been visiting a local seniors group alongside Community Librarian Andrea Lam. As a team, HLAS has been making more “mini” visits this quarter; where they bring small collections of library materials directly to community members living in senior and care homes so folks can browse, pick up their books, and sign up for future deliveries.

Connecting with Children, Teens, Families and Caregivers in the Community

In March, Children’s Coordinator Vicki and Children’s Librarian Hana provided a presentation to a group of early childhood education (ECE) students about library resources. The students were given an overview of the library’s collections, including different types of children’s books and storytime kits. The librarians also demonstrated how to find books/kits easily using the library’s catalog and online booklists. In addition to the presentation, the students were given a tour of the children’s library and had the opportunity to ask questions and engage with the librarians.

One of the ways children’s librarians connect with young families is by visiting drop-ins run by Burnaby Neighbourhood House. Staff there, some of whom are doing early literacy work for the first time and learning on the job, shared that they learn a lot during the circle time. When they asked if the library could provide training to grow their circle-time skills and confidence, children’s librarian Randi and a BNH supervisor developed a workshop based on their needs and questions.

Children’s librarians hosted special online and in person storytimes at Burnaby Family Life while the Metrotown children’s area was closed due to the ongoing fire restoration work. Though successful, children’s librarians are looking forward to resuming storytimes at Metrotown in April.

In January, teen librarians hosted a comic drawing workshop at Byrne Creek Community School’s Comic Con event. In addition to the workshop, teen librarians brought an array of Manga and comic books and signed up teens for library cards.

Teen Librarian Victoria joined Children’s Librarians Randi and Hana on a visit to the Victory Hill residence for students attending the BC Provincial School for the Deaf. They discussed the needs and interests of the residence youth, including literacy in ASL and English, and library spaces.

Throughout January, February and March, a teen librarian visited Access Classes at Burnaby high schools and at BPL locations. Access Classes serve students aged 13-19 with diverse needs, including youth with moderate-to-severe disabilities and neurodiverse youth. Visits feature a storytime, followed by creative activities and games.

Teen librarians visited gender and sexuality alliance (GSA) groups at Burnaby High Schools to make new connections and highlight diversity-focused titles in the BPL teen collection. In February, teen librarians coordinated a GSA meet up at the Tommy Douglas branch in response to teen requests for an opportunity to create pronoun buttons for the Diversity Dance in March.

In March, teen librarians supported the Burnaby Schools Diversity Dance, which celebrates and welcomes 2SLGBTQIA+ secondary students. Teen librarians supported the dance in a variety of ways including hosting a decorating session, connecting the SOGI (Sexual Orientation and Gender Identity) Coordinator with drag talent to host the event, and attending the dance.

Teen Librarian Victoria resumed regular visits to Fraser Park Youth Custody Centre in January to connect with incarcerated youth and school staff. Based on feedback from the youth, Victoria ensured an increase in books provided for their collection, and made a return visit during spring break with virtual reality (VR) headsets.

TAG Expansion

Starting in January, Teen Services increased the number and format of Teen Advisory Group (TAG) meetings. Meetings are now held both virtually and in-person once a month at both the Tommy Douglas branch and (new to TAG) McGill branch, on a rotating basis.

Spring Break

The library hosted tech play sessions during spring break at Cameron and Tommy Douglas, where children and families played with the Osmo Coding Awbie game and learned about the library’s coding database, Code Combat.

Children’s librarians organized a top secret super search (TSSS) in branches during spring break. The self-directed activity/contest encouraged children to practice reading, writing and drawing, promoted teamwork and nurtured their sense of play and imagination.

Spring break programming for teens has grown from two online programs in 2021 to nine fully registered programs in 2023. These programs are part of BPL’s ongoing Julia’s Studio series, and included digital art, acrylic painting, and fabric art workshops.

Increased Meeting Room Bookings

Community room bookings at the Tommy Douglas branch increased by 30% during the first quarter of 2023, totaling 143 bookings. The rise may in part be due to the fact that several free and low cost community rooms in the Edmonds area permanently closed during the pandemic.

Operating Plan Project Updates		
Project	Project Sponsor	Update
1.1 Revise the Community Resources Guides and Map	Noreen	Begins Q2

2. Encourage Curiosity and Exploration

We will:

- Inspire learning and critical thinking
- Cultivate imagination, creativity and play
- Support skill development and digital knowledge
- Enable creation & sharing

CIRCULATION – PHYSICAL ITEMS	Q1 2022	Q1 2023	Increase/Decrease	
			Number	%
Adult	292,811	281,286	-11,525	-4%
Teen	26,925	25,251	-1,674	-6%
Children	327,854	317,091	-10,763	-3%
TOTAL	647,590	623,628	-23,962	-4%

CIRCULATION – DIGITAL	Q1 2022	Q1 2023	Increase/Decrease	
			Number	%
e-Books	65,384	72,357	6,973	11%
e-Audiobooks	24,078	31,858	7,780	32%

COMPUTER SESSIONS	Q1 2022	Q1 2023	Increase/Decrease	
			Number	%
Metrotown	8,735	10,752	2,017	23%
McGill	4,047	5,381	1,334	33%
Tommy Douglas	6,980	8,970	1,990	29%
Cameron	2,330	3,090	760	33%
TOTAL	22,092	28,193	6,101	28%

PROGRAMS	Q1 2022	Q1 2023	Increase/Decrease	
			Number	%
Adult Community Connections	12	25	13	108%
Adult Digital Literacy	0	0	0	0%
Adult Life Long Learning	2	4	2	100%
Other Teen Programs	12	20	8	67%
Other Children Programs	0	44	44	0%
Story Times	15	69	54	360%
Children Digital Literacy	0	5	5	0%

TOTAL	41	167	126	307%
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ONE-ON-ONES	Q1 2022	Q1 2023	Increase/Decrease	
			Number	%
Patron one-on-one sessions	9	53	44	488.9%

DIGITAL RESOURCES	Q1 2022	Q1 2023	Increase/Decrease	
			Number	%
Movies/Music Streamed	8,653	8,749	96	1%
Online Courses Accessed	3,628	4,756	1,128	31%

Streamlined and Enhanced Printing

In February and March, the Systems team implemented a new public computer booking, printing, and scanning system at all BPL branches. Public computers have a new reservation system, desktop layout, and graphics that provide a smoother user experience, multilingual options for patrons, and increased accessibility features. New public scanning stations offer a simple interface that allows patrons to scan to email, print, USB, or Google drive. The new public printing system provides patrons with \$5 of free printing per month and also allows them to print from their own device. In addition to payment by bills and coins, patrons will soon have a pay-by-card option.



Digital Studio Update

In January and February, staff gathered community needs for the digital studio through a series of conversations, visits, and a survey. Staff spoke to eight partner agencies and attended 13 visits/events, connecting with more than 750 community members. Major takeaways from the engagement included:

- A need to reduce barriers for beginners, and many potential users will be new to at least one form of technology in the studio
- A strong interest in collaboration and social inclusion using technology in our community
- Curiosity in exploring and developing creative projects using software has grown since 2020

Operating Plan Project Updates

Project	Project Sponsor	Update
2.1 Streamline and Enhance Patron Printing	Trish	The new printing and computer booking system was rolled out at all branches in Q1. Systems staff will be working with the vendor to implement pay-by-card functionality next. This project is expected to complete in Q2.
2.2 Open the Metrotown Digital Studio	Trish	Computers for the new digital studio have arrived and are currently being configured by the city's IT team. Most other equipment has also been ordered and is beginning to arrive. The Digital Studio coordinator is working with HR to hire staff for the Digital Studio in Q2. This project is expected to complete in time for Metrotown reopening.

3. Create Welcoming and Innovative Spaces

We will:

- Build a new Cameron branch
- Reimagine existing spaces
- Activate new spaces
- Enhance virtual spaces

VISITS TO BRANCHES	Q1 2022	Q1 2023	Increase/Decrease	
			Number	%
Metrotown	89,066	70,208	-18,858	-21%
McGill	69,260	93,120	23,860	34%
Tommy Douglas	49,123	71,374	22,252	45%
Cameron	34,594	42,660	8,066	23%
TOTAL	242,042	277,362	35,320	15%

ONLINE VISITS	Q1 2022	Q1 2023	Increase/Decrease	
			Number	%
Website	203,439	209,144	5,705	3%
Catalogue	508,480	462,675	-45,805	-9%

ROOM USE BY COMMUNITY GROUPS	Q1 2022	Q1 2023	Increase/Decrease	
			Number	%
Metrotown	0	0	0	0%
McGill	0	16	16	0%
Tommy Douglas	0	143	143	0%
TOTAL	0	159	159	0%

Operating Plan Project Updates

Project	Project Sponsor	Update
3.1 Build a New Cameron Branch	Beth	The schematic design has been completed and the detailed design phase is underway for the temporary Cameron branch located at Lougheed Mall. The design phase is still underway for the new, permanent Cameron branch.
3.2 Renovate Metrotown Spaces	Beth	Work continued on level 1 washrooms, information desk, digital studio and entryway. The branch closed to staff and public for three days in March in order to speed up construction processes and to conduct noisy work.
3.4 Bring Indigenous design to Metrotown and Cameron	Beth	Project leads have hired an Indigenous consultation firm -- Dream Doula Consulting, to use a community development and relational approach in connecting with Indigenous community members. This work will begin in May 2023.

Temporary Cameron Branch

Plans for Cameron's temporary branch at Lougheed Mall have moved on to the design development phase. The space will be about 950 square feet larger than the current branch, and feature a new teen area.

Below is a rendering of the library entrance. *(Image courtesy of Urban Arts Architecture)*

LIBRARY STOREFRONT

View from main mall circulation towards library storefront & entry



Metrotown Renovations and Restoration

The Metrotown renovation is progressing more slowly than anticipated. Work continued on first-floor washrooms, the service desk area, digital studio and community room. This has been a trying period for library staff and the public. The noise of the construction has made it difficult at times for library staff to answer telephones and concentrate. We have received some patron complaints including:

“Guys, why is this restoration taking so long? This is ridiculous. This has been going on for months. Please tell those contractors to get it done already”.

As for restoration work related to last spring’s fire, replacement shelving and furniture for the children’s library began to arrive, including a new computer table and automated blinds.

McGill Furniture Refresh

In early February, McGill received a long-awaited furniture update to help create a more welcoming and productive space. There are new wooden computer and study desk chairs, as well as new couches and reading chairs.

4. Invigorate people & culture

We will:	
• Support staff to reach their full potential	
• Deepen our learning and integration of the principles of Truth & Reconciliation	
• Transform our work processes and systems	
• Strengthen our partnerships	
• Promote our services	

STAFF TRAINING	Q1 2022	Q1 2023	Increase/Decrease	
			Number	%
Training Sessions/Conferences Attended	86	107	21	24%
Staff Attending Training/Conferences	50	91	41	82%

Operating Plan Project Updates

Project	Project Sponsor	Update
4.1 Build an inclusive and supportive workplace for staff who are Indigenous, Black or persons of colour	Beth, Trish and Heidi	Anti-racism projects are being steered by a working group and some individual projects are complete.
4.2 Address racial harm towards staff and patrons who are Indigenous, Black or persons of colour	Beth, Trish and Heidi	Work is being steered by a working group and is ongoing.
4.3 Improve materials handling processes	Trish and Heidi	Team leads are continuing with Lean training and are working on a project plan.
4.4 Create new staff Intranet	Trish	A draft information architecture has been completed for the new staff intranet, and is expected to be built out and ready for staff to review in Q2. This project is on track to complete late in Q3.
4.5 Implement the Accessible BC Act requirements	Beth	Work will begin in Q2.
4.6 Create a new Strategic Plan	Beth	Team leads are continuing with Lean training and are working on a project plan.

Leading from the Front Lines

Three staff began the city's Leading from the Frontline program in January. The program is designed to develop leadership capacity and capability in frontline staff across the city, and runs from January through June.

Learning About Harm Reduction

In March, more than 20 staff members attended an all-day training on anti-stigma and overdose response at the Tommy Douglas library. The training was led by two Fraser Health Regional Harm Reduction Coordinators. Staff were trained in spotting the signs of an overdose and how to administer Naloxone, in addition to learning more about the current state of the drug poisoning crisis in BC and how it is impacting Burnaby residents.

LEAN Thinking

Metrotown's changing spaces have challenged Info Clerks and Pages to develop creative and nimble solutions to materials handling processes. This quarter, Metrotown Info Clerks and Pages participated in a LEAN thinking exercise to brainstorm efficient ways to adapt materials handling processes to new, smaller circulation spaces.

Insights at McGill

McGill staff participated in a city course called "Insights for Personal Effectiveness," where they learned about individual perceptions, preference styles, and effective strategies for communicating with each other. Each staff member took a questionnaire beforehand and

received a profile which included: communication preferences, possible 'blind spots', strengths and challenges, team roles and opportunities for growth. The interactive four-hour workshop took place in the McGill program room. Staff left with a better understanding of how to best work together and communicate effectively.

Design Thinking

In March, the Children's Librarians spent a day learning about design thinking, an innovation process for developing services and programs that address community needs. The process is both a set of skills and tools, as well as mindsets and competencies that emphasize iteration and community engagement. The librarians used the opportunity to develop several new programs and services to be implemented in Q2.

Comments and suggestions from patrons

Thank you to all the amazing staff at all the Burnaby Library branches. You are all so very helpful and pleasant. Continue being awesome! I love your library!

Cameron patron

I was very impressed with Laurie's patience and kindness to a senior citizen who was asking for directions. She spent time explaining (with the assistance of a map) and repeating the directions. She also spent time while the senior wanted to talk. Awesome!

Cameron patron

Yasmin was absolutely amazing. So helpful and polite. Blow away how helpful. 5 stars. Thumbs and toes up!!! Thank you.

Cameron patron

I love the library. I really appreciate the deliberate and well advertised inclusion efforts - ID and address policies for cards, flags and free period products for the washrooms, different book displays celebrating diverse experiences, resources posted for our more vulnerable neighbours. I always feel very happy, safe and welcome at the library, especially when the librarians wear masks, as I am immuno-compromised and it's dangerous and scary to be out and about in an airborne pandemic.

Tommy Douglas patron

THANK YOU STAFF! I received wonderful patient, clear help for printing – doubleside plus one page was missing & staff helped! As well tried to darken. Then the new NEW PRINTER off the computer – I got help again!

Also, all questions I ask via email are quickly responded to & then you go beyond to help me to get interlibrary loans when I'm ready! Really appreciated your wonderful service! Very valued.

Tommy Douglas patron

Excellent service. No late fees is awesome. Email reminders before book is overdue is very helpful.

Online catalogue user

Your current website for using the library online works very well for me. I like being able to put holds on books when I'm at home. I use the library for my escapism literature (mostly cozy English mysteries, of which you have an abundance).

Online catalogue user

I love that I don't need to skulk about the stacks to browse the books! Pick ups have never been so easy.

Online catalogue user



A handwritten signature in grey ink, appearing to read 'Beth Davies'.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY